



STATE OF WASHINGTON
MILITARY DEPARTMENT
EMERGENCY MANAGEMENT DIVISION

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State Enhanced 9-1-1

Advisory Committee

Meeting Minutes

July 21, 2005

Members Present:

Chair, Chris Fischer, *Association of Public Safety Communications Officials*
Mike Akin, *Washington State Association of Cities - East*
Dan Aycock, *Member at Large*
Rebecca Beaton, *Washington Utilities and Transportation Commission (WUTC)*
JoAnn Boggs, *Rural Counties - East*
Dave Carlberg, *Washington State Association of Fire Chiefs*
Jack Cvitanovic, *Department of Health*
Marlys Davis, *King County*
Stephanie Fritts, *Rural Counties - West*
Marty Knorr, *Washington State Patrol (WSP)*
Steve Lich, *Washington Fire Commissioners Association*
Chris Mace, *Washington Association of Sheriff's and Police Chiefs*
Jeanne Massingham, *Washington State Emergency Management Association (WSEMA)*
Lynn Mell, *Wireless Carrier*
Lorlee Mizell, *Urban Counties - East*
Greg Partch, *Washington State Association of Counties - East*
Jim Quackenbush, *National Emergency Number Association (NENA)*
Markus Volke, *Qwest*
Deb Welsh, *Urban Counties - West*

Alternate Members Present:

Diane Carlson, *Verizon*
Patti VonBargen, *Association of Washington Cities - East*

Guests Present:

Pam Boad (*Mason*), Donna Stamper (*Jefferson*), Ken Brown (*CML*), Kate Rico (*Lewis*), Bob Palmer (*Qwest*), Sophia Byrd (*Association of Counties*), Jim Mullen (*EMD*), and Major General Timothy Lowenberg (*WMD*).

County Coordinators Present:

Kellie Ottmar (*Adams*), Naomi Riggins (*Clallam*), Keith Flewelling (*Clark*), Roger Trump (*Columbia*), Rose Parr (*Ferry*), Peggy Fouts (*Grays Harbor*), Tracy Stringer (*Jefferson*), **Marlys Davis** (*King*), Richard Kirton (*Kitsap*), Steve Reinke (*Kittitas*), Shirley Chapple (*Klickitat*), Michael Strozyk (*Lewis*), DeeAnn Edwards (*Lincoln*), **Mike Akin** (*Mason*), **Stephanie Fritts** (*Pacific*), **JoAnn Boggs** (*Pend Oreille*), **Deb Welsh** (*Skagit*), Dave Cox (*Skamania*), Debby McCanna (*Stevens*), **Jim Quackenbush** (*Thurston*), Dan Bardsley (*Wahkiakum*), **Dan Aycock** (*Walla Walla*), **Patti VonBargen** (*Whitman*), and Wayne Wantland (*Yakima*),

State Office Staff Present:

Bob Oenning, Bruce Baardson, William Boyd and Teresa Lewis.

Welcome and Introductions:

Chris Fischer called the meeting to order at 9:30 a.m. Members and guests introduced themselves.

Review and Approval of the Minutes (June 16, 2005): Jim Quackenbush motioned to approve the minutes from the June 16, 2005 meeting as written. Dan Aycock seconded the motion. The motion carried.

There was one correction. Page two, under 'Subcommittee Reports', under 'Wireless' change *David* to *Davis* after Marlys.

Old Business:

Bob Oenning stated there would be a VoIP presentation by CML following the Advisory Committee meeting.

SUBCOMMITTEE REPORTS:

Wireless – Marlys Davis, King County:

FCC Report – William Boyd of the State E911 Office presented the FCC report for July 21, 2005 [ENCL 1].

Phase I & II Service Agreements – Marlys has reviewed the new combined AT&T/Cingular Service Agreements and has some concern regarding language changes. King County has sent those concerns/comments back to Cingular and is awaiting their response. Counties are advised to hold off signing the new combined agreement until the language is finalized. *There was a request to have a cover letter attached to the service agreements designating who has reviewed these agreements (attorney's, AAG's, etc.) and what are the implications to the counties that do not sign these service agreements. Marlys Davis and Bob Oenning will get this note added to the E911 Web page.*

Cost Recovery – Marlys Davis reported that the State Office is working on a WAC to designate Washington State Patrol PSAPs as default PSAPs for wireless funding eligibility. *The State Office is waiting for the regionalization WAC to come back from the Attorney General's Office. Once the completed WAC has been received, the State Office will send this WAC to the Attorney General for approval.*

Marlys Davis reported the State Office has created a spreadsheet with Phase I [ENCL 2], Phase II [ENCL 3] and Service Agreements combined on one page [ENCL 4]. The counties were asked to inform the State Office when a new wireless carrier offers service in their county. Information updates should be forwarded to Blessing Guillermo of the State E911 Office by email to B.Guillermo@emd.wa.gov. This information may also be accessed on the state's website located at: <http://emd.wa.gov/2-e911/wireless/04-cvr-maps.htm>.

Default Routing – The WAC is establishing the Washington State Patrol (WSP) PSAPs as the default for wireless calls. The State Office is holding off on finalizing until the regionalization WAC is completed.

The State Office is updating the Federal Communications Commission (FCC) PSAP Registry. Bob Oenning noted that he has asked the FCC to specify, in their records, those PSAP's that take 9-1-1 calls.

VoIP – Marlys Davis reported that the State Office is required to submit a report on VoIP funding issues to the legislature this fall. The Department of Revenue (DOR) has determined that the State can accept donations to the general fund and can therefore accept VoIP 911 revenue. This revenue would go in the state general fund and would be unable to be used by the state 911 program. *The State Office will obtain a legal opinion from the AAG and send it out for the county prosecutor's review, to determine whether counties can also accept the VoIP revenue.*

VoIP companies known to be providing service in the state are Vonage, Level 3, AOL and Comcast. An invitation has been extended to Comcast to the next E-911 Advisory Committee meeting to present information on their service, which has few public access internet components. *The Wireless workgroup*

asked TCS and Intrado to present on the NENA defined i2 technology at the September Advisory Committee meeting on the NENA defined i2 technology. A "Quality of Internet" study determined that one in 20 internet calls fail. This will affect the ability of these customers to call 911. Some feel that the VoIP providers will not be able to meet the FCC's deadlines for providing E911 service. Since NENA has not completed their standard, the workgroup will develop a standard for Washington State. Discussion ensued.

The State E911 Office is required to submit a report to the legislature on VoIP 911 tax issues by November 1, 2005. The report is due to the Governor's Budget Office by September 1, 2005. The report can be made public after the November 1, 2005 submission to the legislature. Bob Oenning and the Department of Revenue are handling this report. They are considering changing the definitions away from switched and radio access lines to service or technology definitions and their ability to access 911. One of the tax issues is that a service must have a physical presence in the state before it can be taxed, Nexus. There is concern about how to include companies in tax collection when those companies do not have any physical presence in Washington State. Some of the County 911 Coordinators have been contacting their legislators about VoIP. The Coordinators were encouraged to reference Representative Morris when doing this, as he is actively involved in this issue. Bob is not sure if an Attorney General review of the tax report is needed. He has notified the Military Department that there may be possible E911 legislation, so the Department has established a placeholder for sponsored legislation.

The case of a Portland, OR VoIP 911 call being routed to a call center in Canada was discussed. Apparently, Vonage is routing all of their VoIP 911 calls to this call center. The call center then transfers the call to a ten-digit number at a PSAP. Vonage does this to prevent their callers from getting a recording at a PSAP. *No one knows where Vonage obtained the PSAP ten-digit numbers that is being used for this. Since Vonage did have a contract with Intrado for 911 call routing, Marlys Davis stated that, Muriel Haglind volunteered to check on this and report her findings on this issue.* In Canada, VoIP 911 calls are required to go to a third party call center. The calls are transferred to the LEC operator, who transfers to the PSAP. It was suggested that the State E911 Office should create a list of PSAP ten-digit numbers, which could be provided to the VoIP providers. Discussion ensued regarding the ten-digit number list.

It was requested the State Office provide a copy of the Frame Relay contract that has a list of the components that are suppose to be included.

Policy Workgroup – Peggy Fouts, Grays Harbor County:

Peggy addressed the *Below the Line Funds Distribution Policy [ENCL 5]*. She asked the Advisory Committee to take time and read the policy thoroughly. The Policy Workgroup will formally present at the September Advisory Committee meeting and open up for discussion and adoption at that time. *Peggy stated that she feels this workgroup has completed the tasks they were assigned, but added that a new group should be established for next year's policies.*

STATE OFFICE REPORTS:

Financial Status:

Bruce Baardson reported on the current financial status of the State Office. The first two slides are a snapshot of individual counties reimbursement requests. The Fund Fiscal Year-to-Date slide *[ENCL 6]* shows the current overall budget on a line-by-line item status. The final slide *[ENCL 7]* details the fund balance and the project status at the end of the fiscal year.

Legislative Issues:

Bob Oenning reported that the Washington Military Department (WMD) has requested the continuance of the E911 Advisory Committee. The Advisory Committee is to sunset on December 31, 2006. *Each member on the committee will be contacted for assistance and an indication of support for continuing the Advisory Committee and to determine who will the legislative contact.*

Bob reported that the WUTC had closed the request by the State Office to redefine the obligations of carriers for supporting E911 calls to the selective router. The Commission noted the complexity of the issue in its decision to not move to formal rule making.

New Business:

Major General Timothy Lowenberg addressed the Advisory Committee – Major General Lowenberg echoed Bob's comments on the importance of the Advisory Committee and wanted the committee to know he was in full support of the continuance of the committee. Major General Lowenberg gave a brief synopsis of what is happening in London at this time in reaction to the terrorist bombings.

Bob Oenning reported on the 911 Information Check Technical Trial *[ENCL 8 & 9]* that is currently taking place in Spokane.

***The next E911 Advisory Committee meeting is set for THURSDAY, SEPTEMBER 15, 2005 at
THE RADISSON SEATAC HOTEL.***

ACTION ITEMS from July 21, 2005 meeting:

- ***Jim Quackenbush motioned to approve the minutes from the June 16, 2005 meeting as written. Dan Aycock seconded the motion. The motion carried.*** There was one correction. Page two, under 'Subcommittee Reports', under 'Wireless' change *David* to *Davis* after Marlys.
- *There was a request to have a cover letter attached to the service agreements designating who has reviewed these agreements (attorney's, AAG's, etc.) and what are the implications to the counties that do not sign these service agreements. Marlys Davis and Bob Oenning will get this note added to the E911 Web page.*
- ◆ *It was requested the State Office provide a copy of the Frame Relay contract that has a list of the components that are suppose to be included.*
- ◆ *The State Office is updating the Federal Communications Commission (FCC) PSAP Registry. Bob Oenning noted that he has asked the FCC to specify, in their records, those PSAP's that take 9-1-1 calls.*
- ◆ *The State Office will obtain a legal opinion from the AAG and send it out for the county prosecutor's review, to determine whether counties can also accept the VoIP revenue.*
- ◆ *The State Office is waiting for the regionalization WAC to come back from the Attorney General's Office. Once the completed WAC has been received, the State Office will send this WAC to the Attorney General for approval.*
- ◆ *The Wireless workgroup asked TCS and Intrado to present on the NENA defined i2 technology at the September Advisory Committee meeting on the NENA defined i2 technology.*
- ◆ *Since NENA has not completed their standard, the workgroup will develop a standard for Washington State.*
- ◆ *No one knows where Vonage obtained the PSAP ten-digit numbers that is being used for this. Since Vonage did have a contract with Intrado for 911 call routing, Marlys Davis stated that, Muriel Haglund volunteered to check on this and report her findings on this issue.*
- ◆ *Peggy stated that she feels this workgroup has completed the tasks they were assigned, but added that a new group should be established for next year's policies.*
- ◆ *Each member on the committee will be contacted for assistance and an indication of support for continuing the Advisory Committee and to determine who will be the legislative contact.*
- ◆ *There was a request to have a diagram of VoIP and how it is routed.*